



EL DORADO COUNTY
DEPARTMENT OF HUMAN SERVICES

Daniel Nielson, M.P.A.
Director

JAN 05 2010

January 4, 2010

Ramón S. Lopez, Chief
California Department of Social Services
Human Rights and Community Services Division
Civil Rights Bureau
744 P Street, M.S. 8-16-70
Sacramento, CA 95814

Re: Civil Rights Corrective Action Plan

Dear Mr. Lopez:

Enclosed please find the El Dorado County Department of Human Services (DHS) Civil Rights Corrective Action Plan for those deficiencies noted during the course of the August and October, 2008 Civil Rights Compliance Audit of our facilities, as requested in your letter of October 20, 2009.

Rather than restate each deficiency, CDSS's review findings are used and our Corrective Action Plan responses follow each finding or recommendation. The time line for completion of each finding is included with each response.

If you have questions regarding our corrective action plan, please me at (530) 642-7325.

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel Nielson".

Daniel Nielson, M.P.A.
Director

cc: Ren Scammon,
DHS Civil Rights Coordinator

**Civil Rights Compliance Review
Corrective Action Plan
for
August and October 2008 Review**

December 31, 2009



El Dorado County.
Department of Human Services
3057 Briw Road, Suite A
Placerville, CA 95667
(530) 642-7300

Daniel Nielson, M.P.A., Director
Department of Human Services
Social Services Division

I. Introduction

The following is a response to the California Department of Social Services (CDSS) Human Rights and Community Services Division Civil Rights Bureau Compliance Review of August and October, 2008 for the El Dorado County Department of Human Services (DHS), Social Services Division, compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 regulations.

The review was conducted in the following building locations, for the listed programs:

1. 3057 Briw Road, Placerville (CalWORKs, Non-Assistance Food Stamps, Employment Services (WTW) and Children Services)
2. 3047 Briw Road, Placerville (Adult Services (IHSS and APS)
3. 981 Silver Dollar, South Lake Tahoe (Employment Services (WTW), Adult Services (IHSS & APS) and Children's Services)
4. 971 Silver Dollar, South Lake Tahoe (CalWORKs and Non-Assistance Food Stamps)

The program names reflected above relative to each building identify the program location as of the date of the Civil Rights Compliance Review in 2008.

In 2009, DHS vacated 981 and 971 Silver Dollar in South Lake Tahoe and staff from 981 and 971 Silver Dollar now occupy 3368 Lake Tahoe Boulevard in South Lake Tahoe. Additionally, DHS programs have relocated between facilities; these facility-related changes which occurred in FY 09-10 will be discussed in the FY 10-11 Civil Rights Plan update.

II. Summary of Response

This Corrective Action Plan will reiterate the CDSS findings, corrective actions and recommendations required for each section of the review and list the corrective actions that DHS has taken or will take to rectify the situations.

III. Dissemination of Information

A. Corrective Actions

Information Element	Corrective Action Required
Distribution of CDSS' Pub 13	<p>El Dorado County shall ensure that the Pub 13 pamphlet, "Your Rights Under California Welfare Programs" is both given and explained to program participants in all of the programs for which CDSS has oversight responsibility.</p> <p>Div. 21-107.221: Pamphlets supplied by CDSS entitled "Your Rights Under California Welfare Programs" shall be made available in all CWD waiting rooms and reception areas and <i>shall be distributed and explained to each applicant/recipient at intake and reinvestigation of eligibility</i>. The pamphlets shall be in the primary languages of the CWD's applicant/recipient population including alternate formats (e.g., cassette tapes, large print, etc.).</p>
<p><i>Corrective Action to be Taken:</i></p> <p>DHS Civil Rights training materials have been updated to include greater detail about PUB 13 distribution, explanation and availability. The current version of the PUB 13 is available in all languages and formats (e.g., large print, Braille and auditory formats) translated by CDSS and the available translated versions are given to the clients in their primary language.</p> <p>The updated training materials are currently available on the DHS network, and they will be distributed via email to all staff in January, 2010.</p> <p><i>Timeline for Completion:</i></p> <p>DHS anticipates the email will be sent by January 29, 2010.</p>	

Information Element	Corrective Action Required
Directional Signage	El Dorado County shall ensure that instructional and directional signs are posted in waiting areas and other places that are frequented by clients and that where such areas are frequented by a substantial number of non-English-speaking clients, such signage shall be translated into appropriate languages. Div. 21-107.212 and .24.
<p><i>Corrective Action to be Taken:</i></p> <p>DHS shall review signage in waiting areas and other places that are frequented by clients and that where such areas are frequented by a substantial number of non-English-speaking clients on a quarterly basis to verify that all instructional and directional signs are posted into appropriate language. Instructional and directional signs found to be missing in the appropriate language will be translated and posted.</p> <p><i>Timeline for Completion:</i></p> <p>DHS anticipates the work will be completed by February 26, 2010.</p>	

B. Recommendations

<p>El Dorado County should ensure that all public contact workers know the location and appearance of the lobby poster (Pub 86--"Everyone is Different, but Equal Under the Law"--03/07) which includes the name and address of the county's Civil Rights Coordinator, and are able to direct clients to it when necessary. This can be accomplished through training, regular unit meeting reminders, reminder emails or memos, etc.</p>
<p><i>Corrective Action to be Taken:</i></p> <p>DHS Civil Rights training materials have been updated to include greater detail about the location and appearance of Pub 86, "Everyone is Different, but Equal Under the Law".</p> <p>The updated training materials are currently available on the DHS network, and they will be distributed via email to all staff in January, 2010.</p> <p><i>Timeline for Completion:</i></p> <p>DHS anticipates the email will be sent by January 29, 2010.</p>

IV. Facility Accessibility for Individuals with Disabilities

A. Corrective Actions

1. Facility Location: 3057 Briw Road, Placerville, CA

Facility Element	Findings	Corrective Action
Parking	Parking slots 1, 5 and 6 need the words "No Parking" painted in access aisles.	The words "NO PARKING" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". (CA T24 1129B.4.1 & 2) p 135
<i>Corrective Action to be Taken:</i> A work order has been submitted to El Dorado County Department of Transportation to have "NO PARKING" painted on the ground in parking slots 1, 5 and 6 in white letters no smaller than 12". <i>Timeline for Completion:</i> DHS anticipates the work will be completed by February 26, 2010.		
Exterior Entrance	As you enter the building, the outside double doors required 14 to 16 lbs of force to open; the inside double doors required 10 to 14 lbs of force to open.	Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 195
<i>Corrective Action to be Taken:</i> A work order has been submitted to El Dorado County Department of Transportation to have the door pressure adjusted to five pounds maximum. <i>Timeline for Completion:</i> DHS anticipates the work will be completed by February 26, 2010.		

Facility Element	Findings	Corrective Action
Unisex Restroom	Unisex restroom was not accessible. Workaround directed clients to “Use employee restroom” in English. (Before reviewer’s departure, staff had posted a sign in Spanish: “Please see receptionist for accessible handicapped restrooms.”)	Div 21.107-212: All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language.
<p><i>Corrective Action to be Taken:</i></p> <p>The restrooms in 3057 Briw Road have been reconfigured and signage has been posted in both English and Spanish.</p> <p><i>Timeline for Completion:</i></p> <p>Corrective action has been completed.</p>		

2. Facility Location: 3047 Briw Road, Placerville, CA

Facility Element	Findings	Corrective Action
Parking	Accessible spaces are too short at 16 feet long.	Length of parking space shall be at least 18’ long, 9’ wide. (CA T24 1129B.4.1) p 135
<p><i>Corrective Action to be Taken:</i></p> <p>A work order has been submitted to El Dorado County Department of Transportation (DOT). DOT has been in contact with the property’s landlord to either correct this finding or apply for a waiver.</p> <p><i>Timeline for Completion:</i></p> <p>DHS expects to learn of the landlord’s proposed corrective action by February 26, 2010.</p>		

Facility Element	Findings	Corrective Action
Parking	Access aisle for van accessible space is too narrow at 91" wide.	Van access aisle shall be 18' x 8' minimum on passenger side. (CA T24 1129B.4.1, ADA 4.6.3) p 135
<p><i>Corrective Action to be Taken:</i></p> <p>A work order has been submitted to El Dorado County Department of Transportation (DOT). DOT has been in contact with the property's landlord to either correct this finding or apply for a waiver.</p> <p><i>Timeline for Completion:</i></p> <p>DHS expects to learn of the landlord's proposed corrective action by February 26, 2010.</p>		
Exterior Entrance	International symbol of Accessibility (ISA) sign needed at main entrance. (County had placed a temporary one there before consultant departure. Permanent sign needed)	<p>A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3(16B), CA T24 1117B.5.8.1.2) pp 183, 353</p> <p>Characters, symbols and their backgrounds have a non-glare finish. Characters and symbols contrast with their background, either light characters on a dark background or dark characters on a light background. (CA T24 1117B.5.2, ADA 4.30.5) p 355</p>
<p><i>Corrective Action to be Taken:</i></p> <p>A permanent International symbol of Accessibility (ISA) sign has been posted.</p> <p><i>Timeline for Completion:</i></p> <p>Corrective action has been completed.</p>		

Facility Element	Findings	Corrective Action
Exterior Entrance	Left main door (from the outside) requires 9 lbs of force to open. Right main door requires 10 lbs of force to open.	Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 195
<p><i>Corrective Action to be Taken:</i></p> <p>A work order has been submitted to El Dorado County Department of Transportation to have the door pressure adjusted to five pounds maximum.</p> <p><i>Timeline for Completion:</i></p> <p>DHS anticipates the work will be completed by February 26, 2010.</p>		

3. Facility Location: 981 Silver Dollar, South Lake Tahoe, CA

DHS no longer occupies 981 Silver Dollar, South Lake Tahoe, CA. Therefore, the corrective actions identified in the Compliance Review Report will not be addressed.

4. Facility Location: 971 Silver Dollar, South Lake Tahoe, CA

DHS no longer occupies 971 Silver Dollar, South Lake Tahoe, CA. Therefore, the corrective actions identified in the Compliance Review Report will not be addressed.

B. Recommendations

No Recommendations were identified in the Compliance Review Report.

V. Provision for Services to Applicants and Recipients Who Are Non-English-Speaking or Who Have Disabilities

A. Corrective Actions

Information Element	Corrective Action Required
Use of client provided interpreter.	<p>El Dorado County must ensure that when a client provided interpreter is used, the worker must provide the client a warning of the potential problems of ineffective communication. In the event the client decides to use his/her own interpreter, the worker must obtain a signed consent for the release of information and shall so document it.</p> <p>Div. 21-116.23 When applicants/recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in the case record that the applicants/recipients were so informed.</p> <p>Div. 21-116.24 Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented.</p>

Information Element	Corrective Action Required
<p><i>Corrective Action to be Taken:</i></p> <p>Policies and Procedures INC MNT 3, Eligibility Case Comments (P&P), was revised on 04/06/04 and contains the following language in the Policy portion.</p> <p>“ When the applicant/recipient is non-English speaking, the case comments shall document:</p> <ul style="list-style-type: none"> • The individual’s offer of and acceptance or refusal of forms or other written material in the individual’s primary language; • The method used to provide bilingual services. When a minor (under 18 years of age) is used, the case comments shall document the extenuating circumstances requiring temporary use of a minor; • The individual was informed of the potential problems for ineffective communication when the individual provides their own interpreter; and • A release of information was obtained when an individual other than a DHS SSD employee was used as an interpreter. <p>When the DHS SSD identifies that an applicant/recipient is disabled, has communication barriers, or has impaired vision, speech or manual skills, the case comments shall document their request for, or refusal of, auxiliary aids and services.”</p> <p>All staff received training on this P&P, and this P&P was submitted as Attachment 4 with our Annual County Civil Rights Plan Update 2005-2006. Additionally, this requirement is detailed in our in-house Civil Rights training materials.</p> <p>To further document this requirement, DHS has developed a specific form to be utilized for this purpose. The form is currently undergoing County Counsel review.</p> <p><i>Timeline for Completion:</i></p> <p>DHS anticipates the form will be approved by County Counsel and distributed for implementation by February 26, 2010.</p>	

B. Recommendations

No Recommendations were identified in the Compliance Review Report.

VI. Documentation of Applicant/Recipient Case Records

A. Corrective Actions

Information Element	Corrective Action Required
Documentation if client provided own interpreter	When applicants/recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in the case record that the applicants/recipients were so informed. Div. 21-116.23
<p><i>Corrective Action to be Taken:</i></p> <p>Policies and Procedures INC MNT 3, Eligibility Case Comments (P&P), was revised on 04/06/04 and contains the following language in the Policy portion.</p> <p>“ When the applicant/recipient is non-English speaking, the case comments shall document:</p> <ul style="list-style-type: none">• The individual’s offer of and acceptance or refusal of forms or other written material in the individual’s primary language;• The method used to provide bilingual services. When a minor (under 18 years of age) is used, the case comments shall document the extenuating circumstances requiring temporary use of a minor;• The individual was informed of the potential problems for ineffective communication when the individual provides their own interpreter; and• A release of information was obtained when an individual other than a DHS SSD employee was used as an interpreter. <p>When the DHS SSD identifies that an applicant/recipient is disabled, has communication barriers, or has impaired vision, speech or manual skills, the case comments shall document their request for, or refusal of, auxiliary aids and services.”</p> <p>All staff received training on this P&P, and this P&P was submitted as Attachment 4 with our Annual County Civil Rights Plan Update 2005-2006. Additionally, this requirement is detailed in our in-house Civil Rights training materials.</p> <p>To further document this requirement, DHS has developed a specific form to be utilized for this purpose. The form is currently undergoing County Counsel review.</p> <p><i>Timeline for Completion:</i></p> <p>DHS anticipates the form will be approved by County Counsel and distributed for implementation by February 26, 2010.</p>	

Information Element	Corrective Action Required
Documentation of client provided interpreter signed confidentiality statement	Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented. Div. 21-116.24
<p><i>Corrective Action to be Taken:</i></p> <p>In addition to the requirements set forth in the P&P, DHS has developed a specific form to be utilized for this purpose. The form is currently undergoing County Counsel review.</p> <p><i>Timeline for Completion:</i></p> <p>DHS anticipates the form will be approved by County Counsel and distributed for implementation by February 26, 2010.</p>	
Documentation that bilingual services were provided	Document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter. Div. 21-116.22
<p><i>Corrective Action to be Taken:</i></p> <p>In addition to the requirements set forth in the P&P, DHS staff may also utilize a shorthand notation to indicate interpretative services were provided:</p> <p style="padding-left: 40px;">BIL/INT/SP by (insert name of staff or outside interpreter)</p> <p>Where:</p> <ul style="list-style-type: none"> • “BIL” indicates bilingual services were provided. • “INT” indicates interpreter services were provided. • “SP” indicates the language was Spanish. SP may be replaced by the full name of other languages as appropriate. <p><i>Timeline for Completion:</i></p> <p>Corrective action has been implemented.</p>	

Information Element	Corrective Action Required
General	El Dorado County must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. Div. 21-116
<p><i>Corrective Action to be Taken:</i></p> <p>Documentation requirements are set forth in the Department's Civil Rights training material and the P&P referenced above. The Civil Rights training materials state:</p> <p>“Documentation must include the following as it applies to each case:</p> <ul style="list-style-type: none"> • Ethnic origin documentation • Primary language documentation • Method of providing bilingual services and documentation • If Client provided own interpreter • Signed and dated Release of Information if Client provides own interpreter • Method to inform Client of potential problem using own interpreter • A release of information was obtained when an individual other than a DHS employee was used as an interpreter • Individual's acceptance or refusal of written material offered in primary language • Documentation of minor used as interpreter • Documentation of circumstances for using minor interpreter temporarily • Translated notice of actions (NOA) contain translated inserts • Method of identifying Client's disability • Method of documenting a Client's request for auxiliary aids and services” <p><i>Timeline for Completion:</i></p> <p>Corrective action has been implemented.</p>	

B. Recommendations

No Recommendations were identified in the Compliance Review Report.

VII. Staff Development and Training

A. Corrective Actions

No Corrective Actions were identified in the Compliance Review Report.

B. Recommendations

No Recommendations were identified in the Compliance Review Report.

VIII. Discrimination Compliant Procedures

A. Corrective Actions

Information Element	Corrective Action Required
Civil Rights Coordinator	El Dorado County shall ensure that staff is knowledgeable regarding contact information of the civil rights coordinator, at minimum, where the information can be located. Div. 21-117 and 21-107.21.
<i>Corrective Action to be Taken:</i> The updated Civil Rights training materials are currently available on the DHS network, and they will be distributed via email to all staff in January, 2010. The contact information of the Civil Rights Coordinator, including where the information can be found, will be specified in the email in addition to the training material containing the information. <i>Timeline for Completion:</i> DHS anticipates the email will be sent by January 29, 2010.	

B. Recommendations

No Recommendations were identified in the Compliance Review Report.

IX. Conclusion

DHS is a firm believer in adhering to all civil rights-related concerns and requirements and intends to fully comply with all findings resulting from the August and October 2008 CDSS Civil Rights Bureau compliance review.